

PATENT

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

S/N:	09/944,676	Examiner:	Mosser, Kathleen M.
Filed:	August 31, 2001	Art Unit:	3713
Inventor:	Burgin, et al.	Atty. Ref.:	1160215 – 0538115
Title:	System and Method for Automated End-User Support		

**PETITION PURSUANT TO 37 CFR §1.137(b) TO REVIVE UNINTENTIONALLY
ABANDONED APPLICATION**

Mail Stop Petition
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

1. Applicant petitions for revival of this application. The entire delay from the due date in responding to the outstanding Office Action, dated March 17, 2006, until the filing of this petition was unintentional.

a. On July 19, 2006, the Applicant attempted to file a response via the USPTO's electronic filing system, PAIR. This followed a discussion with the Examiner by telephone dated June 28, 2006. The Applicant received an Electronic Acknowledgment Receipt (EAR – see attached) which included "Amendment – After Non-Final Rejection" in the file list; therefore, Applicant believed that the response was duly filed. Applicant failed to notice that the EAR only listed one page as being filed for the response.

b. On September 27, 2006, Examiner Mosser contacted the Applicant to inform us that the application was in a state of abandonment for failure to file a response and pointed out that PAIR did not accept the full response as noted by the page count.

c. Immediately upon realizing the situation, this petition to revive for unintentional abandonment was prepared and submitted along with a correct copy of the amendment/response to the March 2006 Office Action.

3. The petition fee under 37 C.F.R. § 1.17(m) of \$ 1500 (large entity) will be made via PAIR. Authorization is given to charge any deficiency or credit any overpayment to Deposit Account 06-2226.

Respectfully submitted,

Daniel K. Burgin

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